

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON OCTOBER 8, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	CORE AREA INFORMED RESPONSE AND RESTING SPACES – UPDATE

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, this report **BE RECEIVED** for information purposes.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Core Area – Informed Response (SPPC: September 17, 2018)
- Core Area Informed Response – Pilot Update Report (SPPC: March 4, 2019)

PURPOSE

The purpose of this information report is to provide an update on the Coordinated and Informed Response and Resting Spaces in conjunction with the Downtown Area Plan report.

BACKGROUND

Like many other communities across Canada, London is experiencing an increase in street-involved activity including unpredictable and disruptive behaviours, vandalism and excessive garbage, disruption to businesses, trespassing and urban camps. These challenges are related, in part, to the increased risks from substance use, mental illness, homelessness, and pressures on social supports, access to treatment, and available affordable housing stock.

The Coordinated Informed Response (CIR) is a caring and compassionate response that aims to support individuals who are street-involved, urban camping and sleeping rough in finding safe, alternative solutions focused on housing.

The Coordinated Informed Response is continuously monitored and adjusted as needed to ensure the CIR is meeting the needs in London. Partners in the CIR include London Cares, and City Services such as Homeless Prevention, Municipal Bylaw Enforcement, Parks, Roads and Transportation, Corporate Security and Service London.

The Coordinated Informed Response continues to focus on housing stability for individuals urban camping and sleeping rough. Between April 1, 2019 and September 20, 2019, **41** unique individuals who have been connected to CIR have been housed.

Coordinated Informed Response Update – April 15, 2019 to August 15, 2019

During the period between April 15, 2019 and August 15, 2019 the CIR engaged with **197** unique individuals within **1,005** interactions.

As part of a caring and compassionate response focused on housing stability, the Coordinated Informed Response housed **22** individuals and provided referrals to supports and services to support the needs of individuals, including:

Referral Type	Number of Referrals
Housing Services	703
Emergency Shelter	284
Support Services (example: food, social services, health, etc.)	312

Demographic information about individuals urban camping and sleeping rough in this period, demonstrated that:

- **64%** of individuals were between the ages of 18 and 39; and,
- **61%** of individuals identify as men, **36%** of individuals identify as women and **3%** of individuals identify as other gender.

Many individuals reported living with addiction, chronic medical conditions and mental health issues.

- **25%** of individuals reported living with a mental health issue.
- **15%** of individuals reported living with a chronic medical condition.
- **44%** of individuals reporting living with an addiction.
- At least **4** individuals need specialized supportive housing.
- **65** individuals need housing with supports including Housing First.
- **9** people needed an ongoing supplement to secure housing.

The primary and secondary service needs occurrences identified by individuals include:

- **547** requests for Water/Food
- **401** requests for Housing Navigator
- **392** requests for Rest

The CIR responded to **3,567** incidents of urban camps and sleeping rough occurrences in this period, and:

- Removed **443** urban camps;
- Recovered **9,033** syringes; and,
- Collected over **1,022** bins of garbage.

Resting Spaces

Effective September 16, 2019, Resting Spaces hours were expanded in the community to include daytime hours to further support the efforts of the Coordinated Informed Response. Resting Spaces provide programming designed specifically for individuals experiencing homelessness and urban camping or sleeping rough. Individuals can access a Resting Space overnight, or in the day, to have their immediate needs of water, rest, food, and engagement met. At times, individuals may be demonstrating “in-the-moment” unpredictable and disruptive behaviours and may otherwise not be eligible to receive services.

Daytime Resting spaces have served **26** individuals between the opening date of September 16, 2019 and September 25, 2019.

Next Steps

The Coordinated Informed Response will continue to have in place a coordinated cross-functional team to provide a caring and compassionate response to the unpredictable and disruptive behaviours of individuals that are sleeping rough and urban camping related to substance use and mental illness. The knowledge gained through the Coordinated Informed Response continues to be applied to adapt the strategies and actions to better serve those needs in London.

FINANCIAL IMPACT

Civic Administration will be bringing forward a business case for consideration as part of the 2020-2023 Multi-Year Budget in order to secure permanent funding for this initiative beyond 2019.

Resting Spaces are funded 100% by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI). There is no net financial impact on the City's approved 2017-2019 Operating Budget.

SUBMITTED BY:	RECOMMENDED BY:
CRAIG COOPER MANAGER, HOMELESS PREVENTION HOUSING, SOCIAL SERVICES & DEARNESS HOME	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES & DEARNESS HOME

cc:

Martin Hayward, City Manager

John Fleming, Managing Director, Planning and City Planner, City Planning

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